

SUITE INSURANCE

Claims Procedure:

If your goods become lost or damaged whilst in store in you Suite Storage facility, you will be informed via Bundle Box. Bundle Box will initiate the claims process on your behalf. To support your claim, you will be required to supply further documentation. The exact type of documentation will vary depending on the type of goods involved and/or the nature of your claim. You will be contacted though the Bundle Box message centre for this. All communication related to the claim with Anderson Ashcroft Insurance Brokers Ltd will be done through the Bundle Box message centre.

RETURNS INSURANCE

Claims Procedure:

If you need to return your purchase, you **must notify this within 7 days** after the date on which the goods were delivered. If you notify after 7 days, you will not be able to claim for free return shipping.

To process your return, simply access your account at www.bundlebox.com, select "Book a return shipment" in the Order History section and follow the procedure on the website.

You must first of all obtain authorisation from the original vendor that they will accept the return – to do this you must obtain an RMA (Return Merchandise Authorisation) code from them. You will need to include the RMA code when filing a return claim.

All communication related to the claim with Anderson Ashcroft Insurance Brokers Ltd will be done through the Bundle Box message centre.

SHIPPING INSURANCE

Claims Procedure:

It is always important to notify an insurance claim as soon as possible after an incident has occurred. Please therefore complete the claim form at www.bundlebox.com without delay.

To file a shipping claim, simply access your account at www.bundlebox.com, select "File an insurance claim " in the Order History section and follow the procedure on the website.

Please note that if the insurance company does not receive notification of your claim within a reasonable period of time, they may decide not to deal with your claim.

If your goods arrive damaged then you must retain the goods and the packaging for possible inspection by an Insurance Assessor.

Wherever possible, if your goods arrive damaged you must make a note of this on the delivery receipt provided by the delivery driver.

It may not be possible to open and check the contents of your package, but if there are any external signs of damage to the package, you should make an appropriate note on the delivery receipt or the driver's hand held screen.

Photographic evidence of damage to your goods and / or to the packaging is always helpful.

To support your claim, you will be required to supply some documentation. The exact type of documentation will vary depending on the type of goods involved and/or the nature of your claim. Anderson Ashcroft Insurance Brokers Ltd will advise which documents you need to supply to support your claim.

If your shipment gets damaged or lost in transit, you may be informed via Bundle Box. Bundle Box will initiate the claims process on your behalf. To support your claim, you will be required to supply further documentation. The exact type of documentation will vary depending on the type of goods involved and/or the nature of your claim. You will be contacted through the Bundle Box message centre for this.

All communication related to the claim with Anderson Ashcroft Insurance Brokers Ltd will be done through the Bundle Box message centre.